

Dear Sirs and Madames: I work for a telemarketing company in the corporate office in Mpls., MN. My title is Compliance Coordinator. Our company, ACI, has spiraled downward fiscally in these very tough economic times. Many jobs have been lost. I've had to say good-bye to many friends. In the last two years, ACI has closed six call centers in ND, SD, NE and CA and 500 individuals have been layed off. Just yesterday, it was suddenly announced that yet another center will be closing in July, 2003. This one is in Vaudreuil, Quebec and has 218 employees. I know these are Canadian jobs, not US, but it matters, and it shows how ACI is in peril of never finding that stable point where those of us remaining can feel secure.

The FTC amended Rule will have a huge financial impact on ACI as the measures become effective. The no abandoned call law and its safe harbor provisions and the caller id law will cost us money for equipment and recordkeeping. We are concerned with the impact of the FTC national DNC list of course. We encourage you to consider the economic impact of yet another national list. We urge you to consider staying with the client-specific list requirements that are now in place. These work for those consumers who are educated in their use. Use FCC resources to tell consumers how to get on client no-call lists and on the DMA list.

The telemarketers are deemed the "bad guys". ACI and all reputable telemarketing companies have no incentive to call persons who say they do not want to be called. There are no sales there. But another national list is hurtful. Customers sign up without any thought that they are removing their own selection process, and ACI has another percentage of leads scrubbed away. We will scrub into oblivion it seems some days.

As you consider the DNC lists issues and other FTC requirements, please think about the jobs. It's possible that "one" says they don't care if a telemarketer loses his/her job. What would "one" say when that telemarketer then enters the same inflated job market as where "one" is applying? If you multiply this scenario by the thousands, how scary is that?

Thanks for reading this. With regards,
Gale Hodney, Compliance Coordinator, ACI Telecentrics